Statement of Mandate
2010-2011

NOVA SCOTIA

Labour and Workforce Development

Fairness, safety and prosperity

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1. Message from the Minister and Deputy Head

I am pleased to present the 2010–2011 Statement of Mandate for the Department of Labour and Workforce Development.

Introduced in 2008–2009, the Department's four-year Strategic Plan will continue to guide our programs and initiatives through 2011 as we work toward achieving a vision of fairness, safety and prosperity for all Nova Scotians by living, learning and working to our highest potential.

In pursuit of this vision, the Department of Labour and Workforce Development will help build a skilled and competitive workforce from the ground up, by fostering an exceptional culture of learning in Nova Scotia.

As members of a learning province, Nova Scotians will enjoy improved access to informal learning programs at work and obtain increased support when transitioning from school to work, from unemployment to work or training and during times of career advancement. The Department will also implement the Recognition of Prior Learning Framework, and explore ways to assist Nova Scotians in gaining recognition for the skills and competencies they have achieved through life experiences and alternative educational pathways—including adult and workplace learning, apprenticeship training and participation in the voluntary sector. In addition, special attention will be paid to increasing the inclusion of under-represented populations in the workforce and facilitating the labour mobility of workers coming into the Province from other jurisdictions.

In Nova Scotia workplaces, safety is a shared responsibility among employers, supervisors and employees. The Department is invested in this responsibility. In the coming year, the Department will review the *Liquor Control Act*; update the Occupational Health and Safety General Regulations and create new regulations under the *Technical Safety Act*. To promote efficiency and effectiveness, we will continue our commitment to modernize regulations for pensions and for our Agencies, Boards, Commissions and Tribunals. The Department will continue to promote fairness and stability in the workforce by administering its labour laws in a fair and equitable manner.

Through recognition of the experience and learning potential of all Nova Scotians and by providing further opportunities for skill development, the Department of Labour and Workforce Development will foster a culture of lifelong learning in the Province that improves how we live, work and play.

Marilyn More

Marilyn More

Minister

MFMacDonald

Margaret F MacDonald

Deputy Minister

2. Vision

Fairness, safety and prosperity for all Nova Scotians by living, learning and working to our highest potential.

3. Mission

Labour and Workforce Development will create winning conditions by fostering the social and economic well-being of Nova Scotians by:

- protecting Nova Scotia's people and property;
- anticipating and responding to workforce needs;
- promoting safety at work, home and play;
- ensuring fairness at work;
- supporting life-long learning; and,
- building capacity to seize opportunities.

4. Strategic Principles

The department considers the following strategic principles in its business planning. These principles were developed as a part of the department's four-year Strategic Plan and will guide how we will operate:

1. **Partnerships**: Develop and strengthen policies, processes, structures and relationships to achieve outcomes both internal and external to the department.

2. **Shared ownership**: Share responsibility among stakeholders.

3. **Innovation:** Foster innovation both within Labour and Workforce Development and among our partners.

4. **Protection**: Ensure that businesses/individuals comply with legislation, regulation and best practices.

5. **Talent Development**: Develop our people to create a vibrant, healthy workforce.

5. Mandate

Nova Scotia Labour and Workforce Development ensures the workforce is competitive by making strategic investments in people, programs, services and partnerships that contribute to a fair, equitable, safe, productive and inclusive environment in which to learn, work and live.

The broad mandate of the Department encompasses regulatory responsibility for occupational health and safety, public safety, alcohol and gaming, pensions, labour relations, and labour standards. The Department administers over 20 Acts and 100 regulations, and employs approximately 100 inspectors across its 3 major inspectorates.

The Department's mission is accomplished by applying both regulatory and non-regulatory compliance tools such as public education and communications, standard setting, codes of practice, promotion of partnerships and stewardship agreements, and economic instruments.

The Department also offers dispute resolution services that promote effective workplace relationships and provides advice, assistance and representation to injured workers served by the Workers' Advisers Program.

Improving access among Nova Scotians to labour market information and the employment and learning programs and services that support their labour market attachment and growth is a key aspect to the Department. Strategic action is taken to align the needs of employees with those of employers and help all Nova Scotians prepare for, find and keep employment. Through adult learning, literacy and essential skills, apprenticeship and skills development programs, the Department provides opportunities for individuals to advance at home, in the community or in the workplace.

Nova Scotia Labour and Workforce Development remains dedicated to protecting the public and maintaining and growing a safe and prosperous workforce in Nova Scotia. Over 2010–2011, the Department will engage in several horizontal initiatives focused upon safety, regulation, skill development, education and building partnerships. These initiatives will correlate with existing Government frameworks, policies and economic priorities, and will involve collaborations with education providers and stakeholders in the industry, labour, business, and community sectors.

6. Performance Measures

Strategic Goal 1: Nova Scotians will have safe, healthy and supportive workplaces and communities.			
Outcome	**Measure**	**2010-2011 Target**	**Ultimate Target**
Nova Scotians will lose less time from work due to workplace accidents or illness	The duration of lost-time claims[1]	105 days	91 days or lower
Nova Scotians will lose less time from work due to workplace accidents or illness	New lost-time claims per 100 workers[1]	Maintain or lower the loss-time per 100 workers	Reduce lost-time per 100 workers rate to at or below the Canadian average
Improve inspection and compliance systems	Total number of inspectors with access to the ATS system	Increase to include inspectors in the Alcohol and Gaming Division and Apprenticeship Training and Skills Development.	All inspectors in the department will have access to the system
Improve the protection of ticket lottery players	Compliance rate with the new *Atlantic Lottery Regulations*[2]	Will inspect/visit all retailers in the first year of implementation	95 per cent compliance with regulations

[1] Data Source: Workers' Compensation Board
[2] Data Source: AMANDA system

Goal 2: Nova Scotia has a fair, equitable and stable labour environment.			
Outcome	**Measure**	**2010-2011 Target**	**Ultimate Target**
A stable labour relations environment	Lost time due to strikes and lockouts	Meet or be less than the national average	Meet or be less than national average
Timely dispute resolution process for employees and employers in non-unionized workplaces	Average time for Labour Standards Code complaints to be assigned an officer	14 calendar days	14 calendar days
Streamline functioning of agencies, boards, commissions, tribunals	Improved forms and ease of access	Identify areas for improvement	All forms are available electronically and can be submitted online where possible

Goal 3: Nova Scotia is able to identify and respond to provincial workforce requirements.			
Outcome	**Measure**	**2010-2011 Target**	**Ultimate Target**
Modern trade certifications that reflect current standards	Number of regulations updated	Update trade regulations to address industry requirements and worker needs	All trade regulations will be updated
Reduce barriers to labour mobility	Requirements imposed on workers certified in another jurisdiction	Change legislation and regulations to remove administrative burden that are inconsistent with the Agreement on Internal Trade	No additional requirements for workers to move to Nova Scotia
Usage of career planning and labour market information	Increased site traffic to the Career Options website	15 per cent increase in traffic	Clients and stakeholders will have the information they need to make informed decisions

Goal 4: Through flexible and responsive education and training programs, Nova Scotians will share in and contribute to the economic and social prosperity of Nova Scotia.			
Outcome	**Measure**	**2010-2011 Target**	**Ultimate Target**
Improved employment outcomes for Nova Scotians via the Labour Market Development Agreement (LMDA)	The number of EI eligible clients that find employment and savings to the EI Part 1 account.	5% increase in both the number of clients post-LMDA intervention that have found employment and the savings in EI Part 1 funds.	90 per cent of clients are satisfied with services
Improved employment outcomes for Nova Scotians via the Labour Market Agreement (LMA)	The number of clients completing their interventions and the number of clients who are employed post-LMA intervention.	Increase in the number of clients who complete their intervention and a 5% increase in the number of clients post-LMA intervention that have found employment.	90 per cent of clients are satisfied with services
Increase the number of Nova Scotians who achieve trade certification	The number of Nova Scotians who achieve trade certification	Certify all who qualify	Certify all who qualify
Reduce accidents for young workers	Number of students receiving OHS training	Complete pilot program	Integration of program into core curriculum for Grade 9 students

Goal 5: In collaboration with partners and stakeholders, we will anticipate and plan for the challenges and opportunities for a changing economy.			
Outcome	**Measure**	**2010-2011 Target**	**Ultimate Target**
Streamline regulations and reduce administrative burden	Reduce administrative burden	Reduce administrative burden for businesses under the TSA by 15 per cent	Reduce administrative burden departmentally by 20 per cent
Improve policy service	Per cent of clients that are satisfied with policy service	80 per cent of our clients will be satisfied with our service	95 per cent of our clients will be satisfied with policy decision

Goal 6: Labour and Workforce Development is a Preferred Employer.			
Outcome	**Measure**	**2010-2011 Target**	**Ultimate Target**
Improved staff knowledge of department programs and services	Per cent of staff who have completed the orientation program	80 per cent of new staff complete orientation program	100 per cent of new staff complete orientation program
All staff have a Career Development Plan	Per cent of staff who have developed a Career Development Plan	80 per cent of staff complete a Career Development Plan	100 per cent of staff complete a Career Development Plan
Staff have a performance plans in place	Per cent of staff who have a performance appraisal in the past year	80 per cent of staff have a performance appraisal	100 per cent of staff have a performance appraisal
French Language Services	Overall compliance with French Language Policies will be 80 per cent or greater in 2009-2010	Compliance with French Language Policies will be 80 per cent or greater	Compliance with French Language Policies will be 100 per cent

7. Budget Context

Labour and Workforce Development			
	2009-2010 Estimate	**2009-2010 Forecast**	**2010-2011 Estimate**
Program & Service Area	($thousands)	($thousands)	($thousands)
Gross Departmental Expenses:			
Administration	717	671	742
Labour Services Branch	6,694	6,558	6,685
Policy, Planning and Professional Services Branch	1,718	1,841	1,705
Safety Branch	18,621	18,066	19,129
Skills and Learning Branch	133,109	128,636	154,657
Total Gross Departmental Expenses	160,859	155,772	182,918
Additional Information:			
Fees and Other Charges	4,845	4,839	6,036
Ordinary Recoveries	129,461	125,095	150,773
TCA Purchase Requirements	2,130	1,717	3,038
Provincial Funded Staff (FTEs)	270	244	263